

TD statements in response to Rene Trudeau's dispute

September 12, 2019

Carla Hindman | Manager | Corporate and Public Affairs | TD

*Due to customer privacy we cannot provide specific details but can confirm that we have cooperated with the police investigation and have resolved this concern with our customer. It is important to use strong security questions and passwords, and protect email accounts and devices.*

*We are continuously looking for ways to better educate and inform our customers about how to be vigilant in protecting themselves against fraud; this article is a recent example:*

<https://newsroom.td.com/featured-news/how-to-spot-a-scam-tips-on-preventing-e-transfer-fraud>

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June 25, 2019

Carla Hindman | Manager | Corporate and Public Affairs | TD

*It's very concerning for anyone to experience fraud. We work to thoroughly review any concern brought to us by our customers; we have investigated this issue, and are cooperating with police on their ongoing investigation. TD works to prevent fraud in a number of ways. Customers also play an important role in protecting their personal and financial information, for example, when sending an Interac e-Transfer, by choosing an effective security question and answer that is known only to the sender and the recipient, as outlined in our electronic access agreement.*

[Fraud Prevention Month: How to recognize and protect yourself from fraud](#)

[Fraud Prevention Month: Scams still catching Canadians off guard](#)

[Fraud Prevention Month: What you need to know to protect yourself and your family](#)

[Fraud Prevention Month: 5 ways to protect yourself from financial fraudsters](#)

[How to spot a lottery scam](#)

[How to spot a Canada Revenue Agency \(CRA\) scam](#)

[How to spot a business email scam](#)